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BENT
BRENDA 5

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Brenda Pomerance Confirmation: 7218
Filed: April 5, 2000 Art Unit: 2161
Serial No.: 09/543,049 Examiner: J. Hayes
Title: AUTOMATED ALTERNATIVE DISPUTE RESOLUTION

AMENDMENT

Assistant Commissioner for Patents
Washington, DC 20231

Dear Sir:

In response to the Office Action mailed June 12, 2002, the time for response having been extended by one month to October 12, 2002, please amend the above-identified application as below:

A clean copy of the pending claims incorporating the amendments shown below is provided as an Attachment to this Amendment.

IN THE CLAIMS (version with markings to show changes made)

Cancel claims 64-81. ✓

Amend claim 46 as below.

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46 (amended). A method of processing a complaint, comprising:
automatically receiving information from a complainer including information identifying
the complainer,
automatically providing data previously received from a complaine to the complainer,
automatically receiving additional information, if any, from the complainer after
providing the previously received data to the complainer,

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02 FC:280155.00 OP
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